



**University Hospitals  
of North Midlands**  
NHS Trust

# Job Description and Person Specification

**PROUD  
TO  
CARE**



# Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

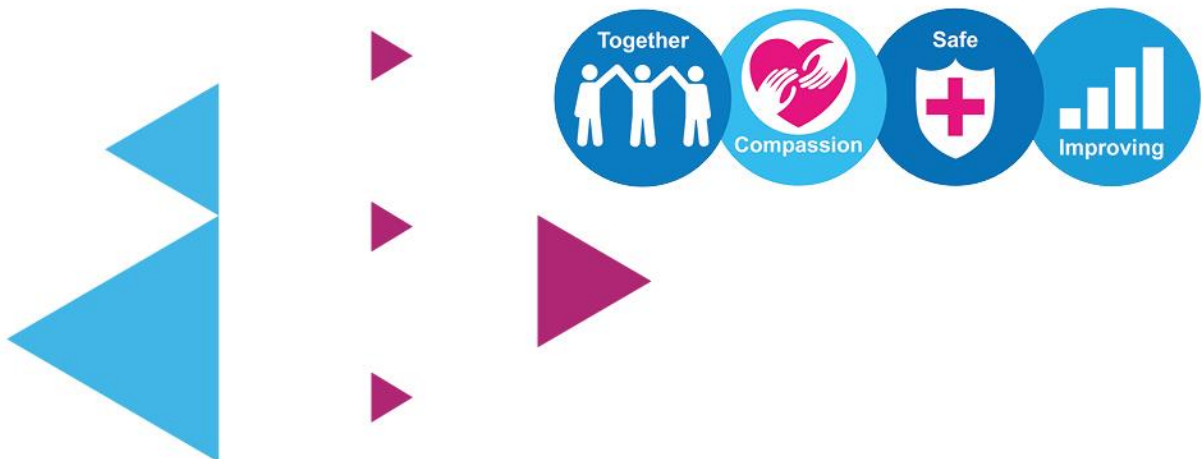
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at [www.uhnmcharity.org.uk](http://www.uhnmcharity.org.uk)



# Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



## Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



## Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



## Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



## Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

**Division: Central Functions**

**Job Title: PMO Transformation Programme Lead**

**Band: Band 8a**

**Location: Royal Stoke University Hospital but with requirement to work flexibly across both UHNM sites**

**Hours: 37.5 hours**

**Managerially accountable to: Head of PMO**

**Professionally accountable to: Head of PMO / Programme SROs**

**Role Summary**

The post holder will be responsible for providing strategic and operational programme management leadership in support of the programmes of work at UHNM and supporting system wide programmes of work on behalf of UHNM where appropriate. The post holder will engage with internal and external stakeholders over sensitive, complex, contentious and confidential issues. The post holder will be responsible for the delivery of one or more of the following programmes of work; the Trust's Cost Improvement Programme (CIP), the Non-Elective Improvement Programme and the implementation of a newly approved strategically aligned Transformation Framework.

The post holder will be responsible for ensuring appropriate governance, policies, reporting and assurance processes are maintained relating to projects and initiatives falling under the their programme remit. They will also ensure alignment to local plans, national policy guidance and the Trust's Improving Together programme and Strategic Planning Framework. The post holder will ensure that performance targets, along with mitigation plans related to under performance, objectives and day to day delivery of the programme are delivered in line with Trust deadlines.

The post holder will provide constructive challenge and guidance to project leads, cross organisational and key stakeholders, to further effective governance and assurance of project delivery. They will identify and assess risks to programme delivery and escalate as appropriate to the Head of PMO where the post holder has been unable to resolve in a safe, timely, manner.

The post holder will operationally line manage staff supporting the programme as required and be responsible for their training, professional development and performance management.

## **Key Areas/Tasks**

- The role is accountable for developing an assurance and risk strategy in the delivery of major change programmes relating to CIP, Transformation and unplanned and planned care
- Proactively engage and build strong relationships with project leads, PMO, Transformation & Quality Improvement team colleagues and other key senior stakeholders within the Trust and partner organisations.
- Critically review projects to ensure alignment to business objectives, Divisional plans and Key Priority Domains
- Work with project leads ensuring appropriate stakeholder engagement in the development of project plans, identifying resource requirements, performance impact assessments, investment needs, milestones, owners, KPIs, engagement and communication strategies.
- Challenge decisions on project plans within your remit and ensure maximum value is identified and targeted within resource constraints.
- Initialise projects including participation in writing of business cases and other project documentation.
- Work with the Information and Finance departments to ensure appropriate and accurate information is available to support the project.
- Throughout delivery, monitor progress and work with project teams to ensure actions are completed on time and in budget, escalating any issues, and offering solutions to potential risks and issues.
- Communicate with leads, using negotiation and diplomacy, to ensure compliance with delivery timelines, assurance processes and strategic objectives.
- Maintain and promote an effective communication strategy, working with internal and external communications leads and the appropriate Programme Boards to ensure that all stakeholders are fully informed and engaged in proposed change.
- To provide regular assurance, feedback and update on reports, issues and risks to senior managers, regulators and commissioners.
- Present/convey highly contentious information in an atmosphere of proposed major change, including delivery of unwelcomed news/ updates and providing suggestions for resolution.
- Review project success, with a focus on benefit realisation, identifying lessons learned and next steps to delivery further value to the Trust.

## **Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.
- Undertake training and development activities in order to develop and broaden knowledge of operational issues, Project management methodologies and fulfil mandatory training requirements.



## Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

## Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all? UHNM is also committed to embracing diversity And eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes Dignity, equality and diversity and encourages individuals to develop and maximise their Potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

## Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

### Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

### Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

### Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

### Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively

- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

#### **Trust Policies**

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

#### **Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

#### **Safeguarding Children, Young People and Adults with care and support needs**

All staff is responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

## Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHNM* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)

## Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_



## **Job Title**

### **Person Specification**

	<b>Specification</b>	<b>Criteria</b>		<b>Evidence</b>
		<b>Essential</b>	<b>Desirable</b>	
<b>Essential Qualifications</b>	<ul style="list-style-type: none"><li>• Educated to Masters level or equivalent experience</li><li>• Evidence of continued personal development</li><li>• Project or Programme Management Qualification or equivalent experience (e.g. PRINCE2)</li><li>• Relevant business/professional qualification</li><li>• Evidence of further personal development in leadership and change management</li></ul>	<div>✓</div> <div>✓</div> <div>✓</div> <div></div> <div></div>	<div></div> <div></div> <div></div> <div>✓</div> <div>✓</div>	Application form Certificates Interview
<b>Knowledge, Skills, Training and Experience</b>	<ul style="list-style-type: none"><li>• Experience of working within a Programme Management Office (PMO) at a Senior level</li><li>• Experience of managing projects / programmes</li><li>• Experience of operating successfully in an organisation with high profile individuals seen as experts in their discipline</li><li>• Experience of coaching/mentoring project teams</li><li>• Previous experience of line management</li><li>• Experience of communicating complex and sensitive issues to a variety of audiences</li><li>• Experience in writing reports and business cases</li></ul>	<div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div>	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	Application form Presentation Interview

	<ul style="list-style-type: none"> <li>• Experience of applying financial control and achieving financial savings targets</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• Experience within the NHS</li> </ul>		✓	
	<ul style="list-style-type: none"> <li>• Knowledge of service improvement tools and techniques</li> </ul>		✓	
	<ul style="list-style-type: none"> <li>• Use of SharePoint systems</li> </ul>		✓	
	<ul style="list-style-type: none"> <li>• Excellent attention to detail</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• In depth understanding of the complexity of the NHS and the likely changes over the next 3-5 years</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• Specialist knowledge of project/ programme/ change management in the NHS</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• Strong motivational, influencing and negotiating skills with proven experience of success with clinicians, directors, external organisations and stakeholders</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• Ability to make decisions on a range of complex project issues where they may be more than one course of action</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• Excellent analytical and problem solving skills</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• Good presentation skills</li> </ul>	✓		
	<ul style="list-style-type: none"> <li>• Numerate and financially aware</li> </ul>	✓		

	<ul style="list-style-type: none"> <li>• Knowledge of NHS accounting and financial planning practices</li> <li>• Ability to facilitate workshop style meetings to gain common agreement on a way forward</li> <li>• Maintain concentration whilst working on individual tasks despite interruptions requiring immediate response</li> <li>• Ability to effectively lead a team</li> <li>• Competent use of IT programmes such as MS Office</li> <li>• Able to think strategically and evaluate the long-term impact of proposals</li> <li>• Expert use of Microsoft Excel</li> <li>• Knowledge of LEAN methodology, Six Sigma, scheduling and logistics</li> </ul>	✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       	✓       ✓       ✓       ✓       ✓       ✓       ✓       ✓       	
Personal Qualities	<ul style="list-style-type: none"> <li>• Ability to work effectively with peers to create consensus and agreed direction</li> <li>• Adaptability, flexibility and ability to cope with uncertainty and change</li> <li>• Drive, passion and enthusiasm. The ability to energise, persuade and influence others effectively</li> <li>• Confidence to challenge colleagues at all levels of the organisation.</li> <li>• Creative and innovative thinker.</li> </ul>	✓       ✓       ✓       ✓       ✓       		Application form Presentation Interview

	<ul style="list-style-type: none"> <li>• Show resilience, stamina and reliability under sustained pressure, never losing sight of objectives.</li> <li>• High levels of personal integrity</li> <li>• Able to effectively manage competing priorities</li> <li>• High degree of self-awareness</li> </ul>	✓  ✓  ✓  ✓		
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